

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER	<input type="checkbox"/>	DATE	<u>June 01, 2022</u>
MOTOR CARRIER MATTER	<input type="checkbox"/>	DOCKET NO.	<u>2017-207-E/2017-305-E 2017-370-E</u>
UTILITIES MATTER	<input checked="" type="checkbox"/>	ORDER NO.	<u>2022-400</u>

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

Order Approving Changes to Quarterly Report Form

SUBJECT:

DOCKET NO. 2017-207-E - Friends of the Earth and Sierra Club, Complainants/Petitioners v. South Carolina Electric & Gas Company, Defendant/Respondent;

DOCKET NO. 2017-305-E - Request of the Office of Regulatory Staff for Rate Relief to South Carolina Electric & Gas Company's Rates Pursuant to S.C. Code Ann. § 58-27-920;

-and-

DOCKET NO. 2017-370-E - Joint Application and Petition of South Carolina Electric & Gas Company and Dominion Energy, Incorporated for Review and Approval of a Proposed Business Combination between SCANA Corporation and Dominion Energy, Incorporated, as May Be Required, and for a Prudency Determination Regarding the Abandonment of the V.C. Summer Units 2 & 3 Project and Associated Customer Benefits and Cost Recovery Plans - Staff Presents for Commission Consideration Dominion Energy South Carolina, Incorporated's Request for Approval of Changes to the Approved Quarterly Report Form, Effective for Quarterly Reports Going Forward.

COMMISSION ACTION:

I move that the Commission approve the changes to the approved quarterly report form as outlined in Dominion Energy South Carolina, Incorporated's (DESC's) letter dated February 18, 2022, effective for quarterly reports going forward as follows:

(1) on page 2 of the approved quarterly report, under "Overall Impressions," the Company proposes to condense the 7 existing metrics into 4 metrics and to change the data source from Market Strategies to Net Promoter Score (NPS) Prism as shown below:

Proposed 2022

Dominion Energy South Carolina

How likely are you to recommend Dominion Energy to friends and family?

Offers reasonable rates for the services it provides. How fair is the cost charged by Dominion South Carolina for its service (% Fair-Extremely Fair)

Communications from Dominion South Carolina are relevant? (% Agree – Completely Agree)

Avoids lengthy service interruptions or outages. (% less than 2 hours)

(2) on page 4 of the approved quarterly report, under "Customer Care," the Company proposes to condense the 6 existing metrics into 4 metrics as shown below:

Proposed 2022

Dominion Energy South Carolina

How satisfied were you with the automated system?

How likely are you to recommend Dominion Energy to friends and family?

How did your experience with the call center agent change your overall likelihood to recommend Dominion?

Has the issue now been resolved? (Y/N)

Dominion asserts that these changes will shorten post call surveys to encourage customer participation and are more focused on the overall customer experience. Dominion believes that the change in secondary research will allow it to compare customer experience using the measure more clearly to compare NPS to other utilities. ORS has reviewed the request and has no objections.

PRESIDING:
Belser

SESSION: Regular

TIME: 11:00 a.m.

	MOTION	YES	NO	OTHER	
BELSER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Recused</u>	Present in Hearing Room
CASTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Present in Hearing Room
ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Voting via WebEx
POWERS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Present in Hearing Room
THOMAS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Absent</u>	Annual Leave
C. WILLIAMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Voting via WebEx
J. WILLIAMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Absent</u>	Military Leave

RECORDED BY: J. Schmieding

